

ASS. REC. BY:

REF: CS/MSG19012261/RVD3<sup>n2</sup>

Special Instruction:

Surveyor: Rasul

ASSIGNMENT (Office)

From (Person): Crystal Lee

of MSIG

Date/Time: 10/7/19 @ 5:17pm

Estimated Cost:

Bill to:

OD TP / WS / TP RES / OD RES / EVA / INV / MV / CS

To Inspect Vehicle No:

8JB 6834S

Insured:

SLB 3558K

at Workshop to/s

Accord Auto

Tel:

9274 0999

of

Blk 1009 Bukit merah Jerie 3 # 01-80

Policy No:

80455018

Claim No:

599233

Sum Insured:

Excess:

Make of Veh:

D.O.A.

8/7/2019

(Client's Record)

CA / REV / REP. / REV 24 HRS

H.O.D. Endorsement:

Date/Time:

10:01am @ 11/7/19

Person Contacted:

Jacqueline

Vehicle IN/OUT

Date/Time

Action/Instruction

10/7/19 ✓

55B 6834S NA/INC08031283/P1 DOA = 24/11/08

SLB 3558K CC3/111/6008770/T1yb392 DOA = 11/5/16

15/7/19

Email preli revised to Crystal by email

17/7/19

Final fig \$ 2995.77 confirmed by email (Red 2054.18, 4190)  
(No LS)

Rasul

82745

# ASSIGNMENT

CUT OFF: 2023/1/1

From: \_\_\_\_\_ Date: \_\_\_\_\_  
 Estimated Cost: \_\_\_\_\_  
 OD / TP / WS / TP RES / OD RES / EVA / INV / MV  
 To Inspect Vehicle No: **SJB 68345**  
 at Workshop n/s: **ACCORD AUTO**  
 of: **1509, BUKIT MERAH LN 3 #01-80**  
 Insured: \_\_\_\_\_  
 Policy No. \_\_\_\_\_  
 Claims No. \_\_\_\_\_  
 Sum Insured: \_\_\_\_\_ Excess: \_\_\_\_\_  
 (Client's Record)  
 Make of Veh: \_\_\_\_\_

Veh No: **SJB 68345** Yr Regn: **2008 / 292**  
 Type: **M/Car** / M/Cycle / Bus / Van / Lorry / Taxi / Prime Mover /  
 Truck / Trailer or  
 Make: **TOYOTA RAV 4 2-4A** c.c. **2362**  
 Colour: **GREY** A/C: **Insured / Std / NI / NA**  
 Sp. Reading: **254676** T/Radio: **Insured / Std / NI / NA**  
 Eng/No: \_\_\_\_\_  
 C/No: **ACA 36501488**  
 Gen. Cond: **Good** / Fair / Poor / Burnt  
 Steering: **Inorder** / Jammed / Leaked / Burnt or  
 Brake: **Inorder** / Jammed / Leaked / Burnt or  
 Modi: **Nil** / STD A/Rim or  
 Tyre Size: F: **225/65R17**  
 R: \_\_\_\_\_

N/S	O/S

Remark: The veh had commenced its repair at the time of inspection.

Bal. or Market Value: **29K**  
 IDAC Accident Report: Consistent? : Yes or No  
 GIA / PR Seen: Consistent? : Yes or No  
 Est. Repairs: days Res.: Yes or No  
 Lum Sum: % 3 Val: Yes or No

CA / REV / REP / 24 HRS

Date: \_\_\_\_\_ Person Contacted: \_\_\_\_\_

Vehicle: IN / OUT

BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /  
 TOYO / YOKO or

Front: **6** mm R/Bal. **6** mm  
 L/Bal. **6** mm  
 D.O.A. **08/07/19** D.O.I. **11/07/19**  
 Survey held at **ACCORD**

Des. of Damages: Frt / Rear / O/S / N/S / U/C / Rooftop or

**O/S FRT**

The U/C / Chassis frame / Body Structure affected due to collision.

Date / Time Action / Instruction

RECEIVED 19 JUL 2019

*[Signature]*  
 19/7/2019

Date/Time, File Pass to? ☐ : Preli. Report

1) ☐ : Final Report

Date/Time, File Pass to?

2) 19/7 - typist

Report Format: **merimen**

Lump Sum / I.B.I. (\$) **2995.77**

Days Of Repair: **4**

Resurvey No. of Trip: **1**

Add Fee: ☐ : Site Insp (\$)

☐ : Interview (\$)

☐ : Tech. Invs (\$)

☐ : Weekend (\$)

Survey Fee:

Transportation:

3 + RS, SI

Photos

Others

TOTAL

150  
11

161



Auto  
Consultants  
Pte Ltd

Company Registration No. 199607198R

51 UBI AVE 1, #02-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Your ref: PLEASE ADVISED

Our ref: CS/MSG19012261/R1vd3

Date: 15/7/2019

The Motor Claims Department  
M/s MSIG INSURANCE (SINGAPORE) PTE LTD

Dear Sir/Madam,

**PRELIMINARY ADVICE OF VEHICLE NO: SJB 6834S**

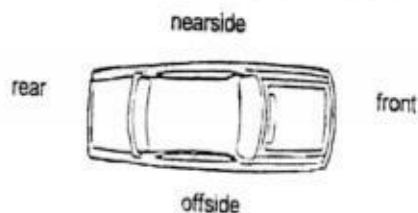
We thank you for your instruction on 10/7/2019

Please be informed that we had conducted the inspection of the above mentioned vehicle on 11/7/2019 at the premises of M/s ACCORD AUTO SERVICES PTE LTD and have the following to report:-

Workshop Estimate Amount	: S\$4,948.28
Revised Estimate Amount	: S\$2,736.25
"Check" Items Amount	: S\$157.88
Market Value	: S\$
LTA Reimbursement Value	: S\$
Nett Value	: S\$

**Description of Damage:**

The vehicle sustained damages at the o/s front portion



Comments/Present Status:  
Damages Consistent

Yours faithfully,

**MOHAMMED RASUL**

Automotive Assessor

**LKK Auto Consultants Pte Ltd** (Co.Reg.No:199607198R)

51 Ubi Ave 1 #01-25, Paya Ubi Industrial Park

Singapore 408933

Tel: 6256-3561 Fax: 6844-8805 Email: sur@lkkauto.com; assignments@lkkauto.com

To:	MSIG Insurance (Singapore) Pte. Ltd. 4 Shenton Way #21-01 SGX Centre 2 Singapore 068807	From:	LKK Auto Consultants Pte Ltd 51 Ubi Ave 1 #01-25 Paya Ubi Industrial Park Singapore 408933
Attn:	Monica Chung Pei Zhen	Date:	15 Jul 2019

**Preliminary Advice**

Insured Vehicle No	: SLB3558K	Accident Date	: 08/07/2019
TP Vehicle No	: SJB6834S	Assignment Date	: 15/07/2019
Make	: TOYOTA RAV4	Est. Duration of Repair	: 4.00
Date of Inspection	: 11/07/2019		
Inspection At	: ACCORD AUTO SERVICES PTE LTD (BUKIT MERAH) BLK 1009 BUKIT MERAH LANE 3, #01-80 SINGAPORE 159723		

**Point of Impact / General Description of Damages**

The vehicle sustained impact / damages o/s front portion and parts claimed are consistent to the accident.

Repairer's Estimate (Gross)	:S\$	4,948.28
Revised Amount	:S\$	2,736.25
Check Items (Estimated)	:S\$	157.88
Total	:S\$	2,894.13
Lump Sum Repair	:S\$	

**Total Loss Consideration**

New for Old Value	:S\$	
Pre-Accident Value	:S\$	
COE / PARF Rebate	:S\$	
Salvage Value	:S\$	
Margin for Repair	:S\$	

**Remarks**

- ( ) The vehicle is economical/not economical for repair.
- ( X ) The above survey was conducted on a 'without prejudice' basis.

## ...CLAIM SUBFOLDER...(Pending for Survey Report)

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	10 Jul 2019		15 Jul 2019 17:27 <a href="#">Edit Adj Rpt</a>				<b>Pending for Survey Report</b> <a href="#">Cancel Case</a>

Main	Reference	Claim Details	Documents	<a href="#">Show All</a>
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**CLAIM SUBFOLDER DETAILS** [Created by insurer]

Insured:	NG CHEONG KHENG, ID: S1150399C, Tel: +6588280007, Email: NOEMAIL		
Main Claimant:	LOW KOK WEE, ID: S71282743		
Vehicle Reg. No.:	SJB6834S	Date of Loss:	08/07/2019 19:00 - :59 [137 Months and 17 Days From LTA Reg Date (Man Yr)]
Claim Type:	TP / 599233	Policy/Cover Note No.:	80455018 (Comprehensive) Coverage: 04/04/2019 - 03/04/2020
Vehicle Reg. No. (Insured):	SLB3558K	Policy No. (Claimant):	
		Excess:	
Repairer:	Accord Auto Services Pte Ltd (Bukit Merah) BLK 1009 BUKIT MERAH LANE 3, #01-80, 159723 Bukit Merah - Tel:		
Handling Insurer:	MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888 ... [Handled by Monica Chung Pei Zhen - 6594 2552]		
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by MOHD RASUL] ... [Imm.Advice due 16/07/2019]		
Driver/Custodian (Insured):	NG CHEONG KHENG (63 / Male) , NRIC: S1150399C, Tel: +6588280007 Email: NOEMAIL		
Adj Asg. Remarks:	on WP. (manual assigned) Liab: 100%. TP agree on SJE - assign Calvin Ang from FormTeam. Contact: Jacqueline @ 9274 0999 / 6271 7433 Manual assigned to LKK via email on 10/07/19.		

**ASSOCIATED MAIL RECEIVED** [View All](#) [Compose Case Mail](#)

There are no mail for this case.

**ALL ASSOCIATED TASKS** [View All](#) [Search Tasks](#) [Create New Task](#) [Complete](#)

Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

**Veron Chen (LKKAUTO)**

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**From:** Accord Claims(AV) <avclaims@mycarworkshop.com.sg>  
**Sent:** Wednesday, 17 July 2019 7:04 PM  
**To:** Veron Chen (LKKAUTO)  
**Cc:** Rasul (LKKAUTO); SUR  
**Subject:** Re: SJB 6834S DOA : 08/07/19

Dear Veron,

Agree with thanks.

Kind regards,  
Celia Lai

Accord Auto Services Pte Ltd  
Blk 1009 Bukit Merah Lane 3  
#01-80  
Singapore 159723

Mobile: (65) 9274 0999  
Tel : (65) 6271 7433  
Fax : (65) 6274 5715

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On Wed, Jul 17, 2019 at 11:09 AM Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)> wrote:

Dear Celia,

WITHOUT PREJUDICE

Finalize amount \$2995.77 @ 4 working days.

Please check and confirm

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :[sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

**From:** Accord Claims(AV) <[avclaims@mycarworkshop.com.sg](mailto:avclaims@mycarworkshop.com.sg)>  
**Sent:** Wednesday, 17 July 2019 9:11 AM  
**To:** Rasul (LKKAuto) <[Rasul@lkkauto.com](mailto:Rasul@lkkauto.com)>  
**Cc:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>  
**Subject:** Re: SJB 6834S DOA : 08/07/19

Dear Rasul,

As request, kindly refer attached file.

Thank you.

Kind regards,  
Celia Lai

Accord Auto Services Pte Ltd

Blk 1009 Bukit Merah Lane 3

#01-80

Singapore 159723

Mobile: (65) 9274 0999  
Tel : (65) 6271 7433  
Fax : (65) 6274 5715

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On Wed, Jul 17, 2019 at 8:51 AM Rasul (LKKAuto) <[Rasul@lkkauto.com](mailto:Rasul@lkkauto.com)> wrote:

Hi Celia,

Kindly took the check item photos fog lamp zoom in damage photo

Best Regards,

**Rasul** | Assessor

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Rasul@lkkauto.com](mailto:Rasul@lkkauto.com) | fax: 6841-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

 *Save the Earth. Print only when necessary.*

**From:** Accord Claims(AV) [<mailto:avclaims@mycarworkshop.com.sg>]

**Sent:** Tuesday, 16 July, 2019 6:56 PM

**To:** Rasul (LKKAuto)

**Subject:** Re: SJB 6834S DOA : 08/07/19

Dear Rasul,

Kindly refer photos as attached file and please finalize.

1. Photos Before Paint
2. Photos Supplementary & Supplementary Estimate



3. Photos After Paint.

Thank you.

Kind regards,  
Celia Lai

Accord Auto Services Pte Ltd

Blk 1009 Bukit Merah Lane 3

#01-80

Singapore 159723

Mobile: (65) 9274 0999

Tel : (65) 6271 7433

Fax : (65) 6274 5715

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On Mon, Jul 15, 2019 at 9:18 AM Rasul (LKKAUTO) <[Rasul@lkkauto.com](mailto:Rasul@lkkauto.com)> wrote:

Hi Celia,

Request for repair part by part basis is approved

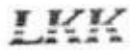
Best Regards,

**Rasul** | Assessor

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Rasul@lkkauto.com](mailto:Rasul@lkkauto.com) | fax: 6841-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)



Auto  
Consultants  
Pte Ltd

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## Veron Chen (LKKAUTO)

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**From:** Veron Chen (LKKAUTO)  
**Sent:** Monday, 15 July 2019 1:56 PM  
**To:** 'Crystal Lee'  
**Cc:** 'Ong Zi Hui'; SUR  
**Subject:** RE: Survey Request - Manual Assigned-SJB 6834S  
**Attachments:** SJB 6834S PRELI REVISED.pdf

Dear Crystal,

Enclosed preliminary revised of vehicle SJB 6834S  
Date of survey: 11/7/2019  
Number of days : 4 days

Kindly create claim in merimen and provides us claim number.

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Admin-D (LKKAUTO)  
**Sent:** Thursday, 11 July 2019 10:01 AM  
**To:** 'Crystal Lee' <crystal\_lee@sg.msig-asia.com>; assignments <assignments@lkkauto.com>  
**Cc:** 'Ong Zi Hui' <zihui\_ong@sg.msig-asia.com>; SUR <sur@lkkauto.com>  
**Subject:** RE: Survey Request - Manual Assigned

Dear Sir/Mdm,

Thank you for the assignment.

Please be informed that repairer agreed our surveyor Mr. Rasul to survey this vehicle.

BEST REGARDS,

**G.Nivitha** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Crystal Lee [[mailto:crystal\\_lee@sg.msig-asia.com](mailto:crystal_lee@sg.msig-asia.com)]  
**Sent:** Wednesday, 10 July 2019 5:17 PM

To: [assignments@lkkauto.com](mailto:assignments@lkkauto.com); [admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)  
Cc: Ong Zi Hui <[zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)>  
Subject: Survey Request - Manual Assigned  
Importance: High

**PRI SJB6834S DOA: 08.07.2019 SLB3558K (MSIG)**

**Manual Assigned**

Dear LKK,

Refer to the email below and attachment, please arrange survey the vehicle.

We'll assign via Merimen once we receive the assignment from Motor Team.

Please contact us ASAP if you cannot attend this assignment

Thank you & Best regards,  
Crystal Lee  
Admin Officer, Claims Services (In-House Survey)  
D: +65 6594 2535 | F: +65 6643 1349 | [crystal\\_lee@sg.msig-asia.com](mailto:crystal_lee@sg.msig-asia.com)



**MSIG**

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From: Helene Phua  
Sent: Wednesday, 10 July, 2019 3:23 PM  
To: Crystal Lee <[crystal\\_lee@sg.msig-asia.com](mailto:crystal_lee@sg.msig-asia.com)>; Ong Zi Hui <[zihui\\_ong@sg.msig-asia.com](mailto:zihui_ong@sg.msig-asia.com)>  
Subject: FW: PRI SJB6834S DOA: 08.07.2019 SLB3558K (MSIG)

*Have a great week ahead!*

Helene Phua  
Admin Assistant, Claims Services  
D: +65 6594 2493 | F: +65 6225 7402 | [helene\\_phua@sg.msig-asia.com](mailto:helene_phua@sg.msig-asia.com)



**MSIG**

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**From:** Helene Phua

**Sent:** Wednesday, 10 July, 2019 3:19 PM

**To:** 'Accord Claims(AV)' <avclaims@mycarworkshop.com.sg>

**Cc:** Monica Chung <Monica\_Chung@sg.msig-asia.com>; Nabilah Rasol <nabilah\_rasol@sg.msig-asia.com>

**Subject:** RE: PRI SJB6834S DOA: 08.07.2019 SLB3558K (MSIG)

Hi Jacqueline,

Thank you for your selection.

We will proceed to assign Calvin Ang from LKK Auto Consultants Pte Ltd via Merimen at our end and update you upon confirmation.

Please do not contact them directly to prevent confusion.

Please be informed that our surveyor will also be conducting a post repair inspection within the stipulated timeline under the protocol.

*Have a great week ahead!*

**Helene Phua**

Admin Assistant, Claims Services

D: +65 6594 2493 | F: +65 6225 7402 | [helene\\_phua@sg.msig-asia.com](mailto:helene_phua@sg.msig-asia.com)



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**From:** Accord Claims(AV) [mailto:avclaims@mycarworkshop.com.sg]

**Sent:** Wednesday, 10 July, 2019 2:31 PM

**To:** Helene Phua <helene\_phua@sg.msig-asia.com>

**Cc:** Monica Chung <Monica\_Chung@sg.msig-asia.com>; Nabilah Rasol <nabilah\_rasol@sg.msig-asia.com>

**Subject:** Re: PRI SJB6834S DOA: 08.07.2019 SLB3558K (MSIG)

**EXTERNAL EMAIL:** Be careful when you click any links or open any attachment(s).

Dear Helen,

We would like to appoint Calvin Ang to survey.

Kind regards,

Jacqueline

Accord Auto Services Pte Ltd  
Blk 1009 Bukit Merah Lane 3  
#01-80  
Singapore 159723

Mobile: (65) 9274 0999  
Tel : (65) 6271 7433  
Fax : (65) 6274 5715

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On Wed, Jul 10, 2019 at 2:21 PM Helene Phua <[helene\\_phua@sg.msig-asia.com](mailto:helene_phua@sg.msig-asia.com)> wrote:

Hi Jacqueline,

We refer to your email dated 09/07/2019.

Please choose one surveyor from the list that you wish for us to appoint to conduct the pre-repair inspection:

- 1) LKK Auto Consultants Pte Ltd
- 2) Formteam Consultancy Pte Ltd
- 3) Automobile Inspection Services Pte Ltd
- 4) STA Inspection Pte Ltd
- 5) **MSIG In-House Surveyors**

\*This Fast-Lane settlement option is for clear-cut liability which MSIG will expedite offer @ 100% with express payment. Priority will be given to those opted for our in-house surveyor\*

To facilitate an expeditious claim settlement, we hope you are agreeable for the above surveyor to be the SJE (Single Joint Expert).

If not, you may wish to nominate any of the 10 surveyors listed below as the SJE, depending on their availability:

1) Calvin Ang	6) Frankie Pang
2) Kenneth Kong	7) Ng You Han
3) Marcus Chua	8) Gary Soon
4) Henry Ng	9) Chow Bo Xiong
5) Lau Kwok Kwong	10) Axel Lee

NB:

(a) **\*Fast lane settlement is not applicable for cases that liability is in dispute\***

(b) If both of us could not agree with each other's list of nominated SJE, we may still proceed to appoint a motor surveyor to conduct a pre repair survey & post repair inspection within the timeline stipulated under the NIMA protocol.

We have created a dedicated motor survey mailbox for your motor survey request and pre-repair inspection. Moving forward, please email your survey request to [motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)

Thank you

*Have a great week ahead!*

**Helene Phua**

Admin Assistant, Claims Services

D: +65 6594 2493 | F: +65 6225 7402 | [helene\\_phua@sg.msig-asia.com](mailto:helene_phua@sg.msig-asia.com)



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---

**From:** Accord Claims(AV) [<mailto:avclaims@mycarworkshop.com.sg>]  
**Sent:** Tuesday, July 09, 2019 5:43 PM  
**To:** Claims <[claims@sg.msig-asia.com](mailto:claims@sg.msig-asia.com)>  
**Subject:** PRI SJB6834S DOA: 08.07.2019

---

**EXTERNAL EMAIL:** Be careful when you click any links or open any attachment(s).

Dear Officer In Charge,

Kindly arrange survey as above mentioned and please provide us 10 surveyor firm namelist.

Kind regards,  
Jacqueline

Accord Auto Services Pte Ltd

Blk 1009 Bukit Merah Lane 3

#01-80

Singapore 159723

Mobile: (65) 9274 0999

Tel : (65) 6271 7433

Fax : (65) 6274 5715

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## Nivitha (LKK Auto)

---

**From:** Crystal Lee <crystal\_lee@sg.msig-asia.com>  
**Sent:** Wednesday, 10 July 2019 5:17 PM  
**To:** assignments@lkkauto.com; admin-d@lkkauto.com  
**Cc:** Ong Zi Hui  
**Subject:** Survey Request - Manual Assigned

**Importance:** High

### PRI SJB6834S DOA: 08.07.2019 SLB3558K (MSIG)

#### Manual Assigned

Dear LKK,

Refer to the email below and attachment, please arrange survey the vehicle.

We'll assign via Merimen once we receive the assignment from Motor Team.

Please contact us ASAP if you cannot attend this assignment

Thank you & Best regards,  
Crystal Lee  
Admin Officer, Claims Services (In-House Survey)  
D: +65 6594 2535 | F: +65 6643 1349 | [crystal\\_lee@sg.msig-asia.com](mailto:crystal_lee@sg.msig-asia.com)



**MSIG**

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---

**From:** Helene Phua  
**Sent:** Wednesday, 10 July, 2019 3:23 PM  
**To:** Crystal Lee <crystal\_lee@sg.msig-asia.com>; Ong Zi Hui <zihui\_ong@sg.msig-asia.com>  
**Subject:** FW: PRI SJB6834S DOA: 08.07.2019 SLB3558K (MSIG)

*Have a great week ahead!*

Helene Phua  
Admin Assistant, Claims Services  
D: +65 6594 2493 | F: +65 6225 7402 | [helene\\_phua@sg.msig-asia.com](mailto:helene_phua@sg.msig-asia.com)



MSIG Insurance (Singapore) Pte Ltd 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | T: +65 6220 9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | [msig.com.sg](http://msig.com.sg)



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**From:** Helene Phua  
**Sent:** Wednesday, 10 July, 2019 3:19 PM  
**To:** 'Accord Claims(AV)' <[avclaims@mycarworkshop.com.sg](mailto:avclaims@mycarworkshop.com.sg)>  
**Cc:** Monica Chung <[Monica\\_Chung@sg.msig-asia.com](mailto:Monica_Chung@sg.msig-asia.com)>; Nabilah Rasol <[nabilah\\_rasol@sg.msig-asia.com](mailto:nabilah_rasol@sg.msig-asia.com)>  
**Subject:** RE: PRI SJB6834S DOA: 08.07.2019 SLB3558K (MSIG)

Hi Jacqueline,

Thank you for your selection.

We will proceed to assign Calvin Ang from LKK Auto Consultants Pte Ltd via Merimen at our end and update you upon confirmation.

Please do not contact them directly to prevent confusion.

Please be informed that our surveyor will also be conducting a post repair inspection within the stipulated timeline under the protocol.

*Have a great week ahead!*

**Helene Phua**  
Admin Assistant, Claims Services  
D: +65 6594 2493 | F: +65 6225 7402 | [helene\\_phua@sg.msig-asia.com](mailto:helene_phua@sg.msig-asia.com)



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A Member of **MS&AD** INSURANCE GROUP

**From:** Accord Claims(AV) [<mailto:avclaims@mycarworkshop.com.sg>]  
**Sent:** Wednesday, 10 July, 2019 2:31 PM  
**To:** Helene Phua <[helene\\_phua@sg.msig-asia.com](mailto:helene_phua@sg.msig-asia.com)>  
**Cc:** Monica Chung <[Monica\\_Chung@sg.msig-asia.com](mailto:Monica_Chung@sg.msig-asia.com)>; Nabilah Rasol <[nabilah\\_rasol@sg.msig-asia.com](mailto:nabilah_rasol@sg.msig-asia.com)>  
**Subject:** Re: PRI SJB6834S DOA: 08.07.2019 SLB3558K (MSIG)

**EXTERNAL EMAIL:** Be careful when you click any links or open any attachment(s).

Dear Helen,

We would like to appoint Calvin Ang to survey.

Kind regards,

Jacqueline

Accord Auto Services Pte Ltd  
Blk 1009 Bukit Merah Lane 3  
#01-80  
Singapore 159723

Mobile: (65) 9274 0999  
Tel : (65) 6271 7433  
Fax : (65) 6274 5715

This email is confidential and privileged. If you are not the intended recipient, you must not view, disseminate, use or copy this email. Kindly notify the sender immediately, and delete this email from your system. Thank you.

On Wed, Jul 10, 2019 at 2:21 PM Helene Phua <[helene\\_phua@sg.msig-asia.com](mailto:helene_phua@sg.msig-asia.com)> wrote:

Hi Jacqueline,

We refer to your email dated 09/07/2019.

Please choose one surveyor from the list that you wish for us to appoint to conduct the pre-repair inspection:

- 1) LKK Auto Consultants Pte Ltd
- 2) Formteam Consultancy Pte Ltd
- 3) Automobile Inspection Services Pte Ltd
- 4) STA Inspection Pte Ltd
- 5) **MSIG In-House Surveyors**

\*This Fast-Lane settlement option is for clear-cut liability which MSIG will expedite offer @ 100% with express payment. Priority will be given to those opted for our in-house surveyor\*

To facilitate an expeditious claim settlement, we hope you are agreeable for the above surveyor to be the SJE (Single Joint Expert).

If not, you may wish to nominate any of the 10 surveyors listed below as the SJE, depending on their availability:

1) Calvin Ang	6) Frankie Pang
2) Kenneth Kong	7) Ng You Han
3) Marcus Chua	8) Gary Soon
4) Henry Ng	9) Chow Bo Xiong
5) Lau Kwok Kwong	10) Axel Lee

NB:

(a) **\*Fast lane settlement is not applicable for cases that liability is in dispute\***

(b) If both of us could not agree with each other's list of nominated SJE, we may still proceed to appoint a motor surveyor to conduct a pre repair survey & post repair inspection within the timeline stipulated under the NIMA protocol.

We have created a dedicated motor survey mailbox for your motor survey request and pre-repair inspection. Moving forward, please email your survey request to [motorsurvey@sg.msig-asia.com](mailto:motorsurvey@sg.msig-asia.com)

Thank you

*Have a great week ahead!*

**Helene Phua**

Admin Assistant, Claims Services

D: +65 6594 2493 | F: +65 6225 7402 | [helene\\_phua@sg.msig-asia.com](mailto:helene_phua@sg.msig-asia.com)



MSIG Insurance (Singapore) Pte Ltd 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | T: +65 6220 9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | [msig.com.sg](http://msig.com.sg)



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**From:** Accord Claims(AV) [mailto:avclaims@mycarworkshop.com.sg]  
**Sent:** Tuesday, July 09, 2019 5:43 PM  
**To:** Claims <claims@sg.msig-asia.com>  
**Subject:** PRI SJB6834S DOA: 08.07.2019

---

EXTERNAL EMAIL: Be careful when you click any links or open any attachment(s).

---

Dear Officer In Charge,

Kindly arrange survey as above mentioned and please provide us 10 surveyor firm namelist.

Kind regards,  
Jacqueline

Accord Auto Services Pte Ltd

Blk 1009 Bukit Merah Lane 3

#01-80

Singapore 159723

Mobile: (65) 9274 0999

Tel : (65) 6271 7433

Fax : (65) 6274 5715

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[> Back to OneMotoring](#)

## Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars	
Owner ID Type:	Singapore NRIC
Owner ID:	8274J
Vehicle Details	
Vehicle No.:	SJB6834S
Vehicle to be Exported:	No
Intended Deregistration Date:	15 Jul 2019
Vehicle Make:	TOYOTA
Vehicle Model:	RAV4 2.4 A
Primary Colour:	Silver
Manufacturing Year:	2007
Engine No.:	2AZ2728864
Chassis No.:	ACA365014989
Maximum Power Output:	125.0 kW (167 bhp)
Open Market Value:	\$21,078.00
Original Registration Date:	21 Jan 2008
First Registration Date:	21 Jan 2008
Transfer Count:	0
Actual ARF Paid:	\$23,186.00
Intended PARF Rebate Details	
PARF Eligibility:	Forfeited
PARF Eligibility Expiry Date:	-
PARF Rebate Amount:	\$0.00
Intended COE Rebate Details	
COE Expiry Date:	20 Jan 2023
COE Category:	B - Car (1601cc & above)
COE Period(Years):	5
PQP Paid:	\$26,136.00
COE Rebate Amount:	\$18,365.00
Total Rebate Amount:	\$18,365.00
Message	
Please note that the 5-year COE for this vehicle cannot be further renewed. The vehicle must be de-registered upon COE expiry or when the vehicle reaches its statutory lifespan (if applicable), whichever is earlier.	

The information contained herein is correct as at 15 Jul 2019

OK

29,000  
18,365  
-----  
10,635  
-----  
10K

# ACCORD AUTO SERVICES PTE LTD

10 Ang Mo Kio Industrial Park 2A

#03-11 AMK Autopoint Singapore 568047

Tel: 6481 9518 / 6481 9517 Fax: 6481 9516 email: claims@mycarworkshop.com.sg

## ESTIMATE

MSIG Insurance (Singapore) Pte Ltd

4 Shenton Way #21-01

SGX Centre 2

Singapore 068807

Date : 09/07/2019  
Vehicle No : SJB6834S  
Veh Make/Model : Toyota Rav4 2.4A  
YOM : 2007  
Chassis No : ACA365014989  
Date of Accident : 08/07/2019

No	Qty	Description	Amount \$
		<b>List Items:-</b>	
1	1	RH Headlamp Bro /	\$ 980.00
2	1	Front Grille Assy cr /	\$ 250.60
3	1	Front Bumper de /	\$ 419.70
4	1	Front Bumper Fog Lamp (RH) ? cr /	\$ 210.50
5	1	Front Bumper Side Retainer (RH) cr /	\$ 60.80
6	1	Front Bumper Clips m /	\$ 9.60
7	1	Front Bumper Sponge cr /	\$ 128.70
8	1	Front Bumper Reinforcement bt /	\$ 328.70
9	1	Support Panel repair	\$ 518.60
10	1	Front RH Fender repair	\$ 520.30
11	1	Front RH Fender Splash Shield de /	\$ 140.60
12	1	Front RH Fender Splash Clips m /	\$ 9.60
13	1		\$ -
14	1		\$ -
15	1		\$ -
16	1		\$ -
17	1		\$ -
18	1		\$ -
19	1		\$ -
20	1		\$ -
21	1		\$ -
22	1		\$ -
23	1		\$ -
24	1		\$ -
25	1		\$ -
26	1		\$ -
27	1		\$ -
28	1		\$ -
29	1		\$ -
30	1		\$ -
<b>Total - List Item</b>			<b>\$ 3,577.70</b>
<b>Less 25%</b>			<b>\$ 894.43</b>
<b>Total</b>			<b>\$ 2,683.28</b>

LKK Auto Consultants hereby notify the Repairer of the following:

- To resurvey & transfer spray painting
- To display damaged parts during resurvey
- Parts prices are subject to confirmation
- Third party survey is on a "Without Prejudice" basis
- No illegal modification(s) is allowed
- Supplementary item(s) must be resurveyed and is subject to final approval from Insured's Company

Acknowledged by Repairer:  
Signature: \_\_\_\_\_  
Date: \_\_\_\_\_

# ACCORD AUTO SERVICES PTE LTD

10 Ang Mo Kio Industrial Park 2A

#03-11 AMK Autopoint Singapore 568047

Tel: 6481 9518 / 6481 9517 Fax: 6481 9516 email: claims@mycarworkshop.com.sg

## ESTIMATE

MSIG Insurance (Singapore) Pte Ltd

4 Shenton Way #21-01

SGX Centre 2

Singapore 068807

Date : 09/07/2019  
Vehicle No : SJB6834S  
Veh Make/Model : Toyota Rav4 2.4A  
YOM : 2007  
Chassis No : ACA365014989  
Date of Accident : 08/07/2019

No	Qty	Description	Amount \$
		Balance c/f	
		<b>Special Nett Items:-</b>	
1	1	Front number plate with holder X nn	\$ 55.00
2	1 Set	Rear reverse sensor X nn	\$ 380.00
3	1		\$ -
4	1		\$ -
5	1		\$ -
		<b>Total - SN Item</b>	\$ 435.00
		<b>Labour Charges:-</b>	
1		Spray painting on all affected area.	\$ 500 <del>600.00</del>
2		Labour remove/refix accident damages parts to knock, jack, cut weld and realign accident affected area.	\$ 400 <del>800.00</del>
3		To apply anti rust treatment.	\$ X <del>100.00</del>
4		To check wiring system & light.	\$ 30 <del>60.00</del>
5		To check & adjust wheel alignment.	\$ 60 <del>120.00</del>
6		To remove and reinstall air-con condenser, radiator & etc, for facilities repair	\$ X 150.00
		<b>Total - L/C</b>	\$ 1,830.00
		Ap 90010068	
		4 days	
		43 P/P	
		11/07/19 @ 1616	
		Regy after repov	
		<b>Sub-Total</b>	\$ 4,948.28
		<b>7% GST</b>	\$ 346.38
		<b>Total</b>	\$ 5,294.65

5049.95



Tel: 6481 9518 / 6481 9517 Fax: 6481 9516 email: [claims@mycarworkshop.com.sg](mailto:claims@mycarworkshop.com.sg)

Date : 09/07/2019  
Vehicle No : SJB6834S  
Veh Make/Model : Toyota Rav4 2.4A  
YOM : 2007  
Chassis No : ACA365014989  
Date of Accident : 08/07/2019

[illegible]

## LKK Auto Consultants Pte Ltd (Co.Reg.No:199607198R)

51 Ubi Ave 1 #01-25, Paya Ubi Industrial Park  
Singapore 408933

Tel: 6256-3561 Fax: 6844-8805 Email: sur@lkkauto.com;assignments@lkkauto.com

## VEHICLE DAMAGE INSPECTION REPORT

Our File No: CS/MSG19012261/R1VD3N2

Date: 24/07/2019

**REFERENCE**

<b>Handling Insurer:</b>	MSIG Insurance (Singapore) Pte. Ltd.	<b>Policy No:</b>	80455018
<b>Claimant Vehicle No :</b>	SJB6834S	<b>Insured Vehicle No :</b>	SLB3558K
<b>Date of Loss:</b>	08/07/2019	<b>Nature of Claim:</b>	TP <b>Claim No:</b> 599233

**DESCRIPTION & IDENTIFICATION OF VEHICLE**

<b>Reg No:</b>	SJB6834S	<b>Engine No:</b>	2AZ2728864
<b>Make &amp; Model:</b>	TOYOTA RAV4, 2.4 (A)	<b>Chassis No:</b>	ACA365014989
<b>Reg. Date:</b>	21/01/2008 (Man. Year: 2007)	<b>Odometer:</b>	254076 km
<b>Colour:</b>	Grey		
<b>Engine Capacity:</b>	2362 cc		
<b>Market Value/New Car Price:</b>	N/A		
<b>Sum Insured (\$\$):</b>	Market Value/New Car Price		

**CONDITION OF VEHICLE AT THE TIME OF SURVEY**

<b>General Condition:</b>	<b>Steering (Serviceable):</b>	Yes	<b>Footbrake (Serviceable):</b>	Yes
<b>Handbrake (Serviceable):</b>	Yes	<b>Engine Modification:</b>	No	<b>Pre-accident Condition:</b>

**CONDITION OF TYRES**

<b>Front Tyre Size:</b>	225/65R17	<b>Rear Tyre Size:</b>	225/65R17
<b>Front Left Side:</b>	Dunlop 6 mm	<b>Rear Left Side:</b>	Dunlop 6 mm
<b>Front Right Side:</b>	Dunlop 6 mm	<b>Rear Right Side:</b>	Dunlop 6 mm

The above values represent the remaining tyre treads depth

**COST OF CLAIMS**

	Repairer's	Adjuster's	Difference	Diff %
Parts	3,219.94	2,005.77	1,214.17	37.71
Miscellaneous Items	0.00	0.00	0.00	
Labour	1,830.00	990.00	840.00	45.90
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
<b>Gross Total (\$\$)</b>	<b>5,049.94</b>	<b>2,995.77</b>	<b>2,054.17</b>	<b>40.68</b>
<b>+ GST 7.00/7.00% (\$\$)</b>	<b>353.50</b>	<b>209.70</b>	<b>143.80</b>	<b>40.68</b>
<b>Nett Amount (\$\$)</b>	<b>5,403.44</b>	<b>3,205.47</b>	<b>2,197.97</b>	<b>40.68</b>

**INSPECTION**

<b>Date of Assignment:</b>	15/07/2019	
<b>Date Inspected:</b>	11/07/2019	<b>Inspected At:</b>
		Accord Auto Services Pte Ltd (Bukit Merah) BLK 1009 BUKIT MERAH LANE 3, #01-80 Singapore 159723
<b>Estimated Period of Repair:</b>	4.0 days	

Adjuster: MOHD RASUL

Manager: VERON CHEN

NOTE: This report represents our findings at the time and place of inspection stated herein. Such inspection has been carried out to the best of our knowledge and ability but any other liability under any other circumstances is hereby expressly excluded.

## REPAIR DETAILS

### Reference

<b>Part Source:</b> MRM-SG	Version: 1.0 (Last Synchronised: 23 Jul 2019)	
<b>Parts:</b> M1-SUV	TOYOTA RAV4 2.4 (A) (Catalogue:Merimen Singapore 1.0)	
<b>Labour:</b> Repairer's	(Price-denominated Standard List)	
<b>Print Code:</b> (Unsubmitted, no print-code for SJB6834S)		
<b>Validity:</b>	These estimates are valid only if they contain the print code (above) on all estimate pages, running page numbers with the END OF ESTIMATES marker on the last estimate page	
<b>Further Info:</b>	Items/values not in reference catalogue are prefixed with an asterisk *.	

### Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*RH HEADLAMP	Broken	980.00 FL	*980.00 FL
2	1		*FRONT GRILLE ASSY	Cracked	250.60 FL	*250.60 FL
3	1		*FRONT BUMPER	Deformed	419.70 FL	*419.70 FL
4	1		*FRONT BUMPER FOG LAMP (RH)	Cracked	210.50 FL	*210.50 FL
5	1		*FRONT BUMPER SIDE RETAINER (RH)	Cracked	60.80 FL	*60.80 FL
6	1		*FRONT BUMPER CLIPS	Necessary	9.60 FL	*9.60 FL
7	1		*FRONT BUMPER SPONGE	Cracked	128.70 FL	*128.70 FL
8	1		*FRONT BUMPER REINFORCEMENT	Bent	328.70 FL	*328.70 FL
9	1		*SUPPORT PANEL	Repair	518.60 FL	*- FL
10	1		*FRONT RH FENDER	Repair	520.30 FL	*- FL
11	1		*FRONT RH FENDER SPLASH SHIELD	Deformed	140.60 FL	*140.60 FL
12	1		*FRONT RH FENDER SPLASH CLIPS	Necessary	9.60 FL	*9.60 FL
13	1		*WASHER TANK	Deformed	135.56 FL	*135.56 FL
14	1		*FRONT NUMBER PLATE WITH HOLDER	Not Necessary	55.00 FS	*- FS
15	1		*SET REAR REVERSE SENSOR	Not Necessary	380.00 FS	*- FS
					<b>Sub Total (\$\$)</b>	<b>4,148.26 2,674.36</b>
					<b>- List Item Discount on L Items 25.00/25.00% (\$\$)</b>	<b>928.32 668.59</b>
					<b>Total Parts (\$\$)</b>	<b>3,219.94 2,005.77</b>

F=Franchise part. S=SpcNett. L=ListItemDisc.

Report was unsubmitted during this print-out.

## Recommended Miscellaneous Items

There are no new miscellaneous items selected.

## Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
<b>Labour Items</b>				
1	SPRAY PAINTING ON ALL AFFECTED AREA	New	600.00	500.00
2	LABOUR REMOVE/REFIX ACCIDENT DAMAGES PARTS TO KNOCK,JACK,CUT WELD AND REALIGN ACCIDENT AFFECTED AREA	New	800.00	400.00
3	TO APPLY ANTI RUST TREATMENT	New	100.00	0.00
4	TO CHECK WIRING SYSTEM & LIGHT	New	60.00	30.00
5	TO CHECK & ADJUST WHEEL ALIGNMENT	New	120.00	60.00
6	TO REMOVE AND REINSTALL AIR-CON CONDENSER,RADIATOR & ETC.FOR FACILITIES REPAIR	New	150.00	0.00
<b>Gross Labour Cost (S\$)</b>			<b>1,830.00</b>	<b>990.00</b>

Report was unsubmitted during this print-out.

< END OF ESTIMATES >